

Parliamentary and Health Service Ombudsman

Casework

Accounting Officer

Chair of the Board

Unitary Board

The role of the Board is to:

- Develop the PHSO strategy.
- Provide oversight of the management of PHSO resources.
- Support and advise the Executive Team in managing the business.

PHSO has four constituted committees which report to the Board. They support the Board in monitoring and scrutinising specific areas of governance, policy and performance. The Board is made up of executive and non-executive members.

Executive Team

The role of the Executive Team is to:

- Support the Board to develop the vision and strategy for PHSO.
- Provide effective leadership of PHSO.
- Ensure that PHSO delivers its plans, strategies and service.
- Ensure robust governance and financial management across PHSO.
- To provide assurance to the Accounting Officer and the Board on the effective operation and management of PHSO.

Quality Committee:

Provides critical assessment and challenge to the Executive Team on matters related to quality.

Audit Committee:

Supports the Board, specifically the Ombudsman as Accounting Officer and the CEO as Accountable Officer, in monitoring the adequacy of PHSO's corporate governance and financial control systems.

Joint Convergence Committee:

Ensures that convergence towards a single public ombudsman service proceeds in a timely manner. Its last meeting was held on 8 March 2016 as the Committee has now fulfilled its role.

Remuneration & Nominations Committee:

Agrees pay and performance review arrangements for Executive Directors and agrees their annual individual pay awards. Nominates individuals to be appointed to the board.